Qsee®
simplicity - quality - technology

Remote Monitoring Guide

DVR MODELS QR, QSDR & QSD9004

iPhone

Android

BlackBerry*
* Select Models

Setup and Operating Guide for Remote Internet and Smartphone Monitoring, MyQ-See DDNS, and Email Notification

Thank You for Choosing a Q-See Product!

This manual was accurate at the time it was completed. However, because of our ongoing effort to constantly improve our products, along with smartphone and router manufacturers adding and changing features on their products, it is possible that some functions may change from how they are described. We encourage you to visit our website at www.Q-see.com to check for the latest firmware and sofware updates as well as product announcements.

Throughout the manual we have highlighted warnings and other important information that will assist you in operating your new system in a safe and trouble-free manner. Please take the time to read and follow all instructions and pay attention to alerts as shown below:

IMPORTANT! Red boxes with this icon indicate warnings. To prevent possible injury or damage to the product, read all warnings before use.

NOTE! Text in blue boxes with the Information icon offer additional guidance and explanations about how to make the most out of your system.

Every effort has been made to make this manual easy to understand and follow. However, if you should run into any difficulties during any of these operations, we are here for you.

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Email: cs@dpsi-usa.com
Phone: 877-998-3440 (M-F, 8-5 PST)

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Manufacturer shall not be liable for any damages whatsoever from misuse of this product.

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CONFIGURING THE DVR FOR REMOTE ACCESS

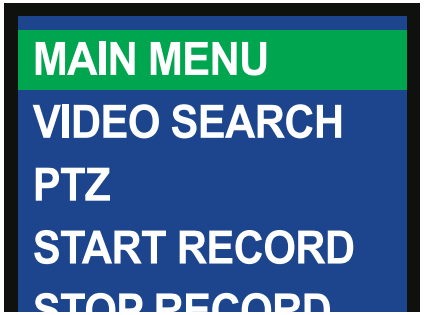
CHAPTER 1

1.1 NETWORK SETTINGS

The Network Setup menu options need to be configured in order to access the DVR remotely over a network or the Internet. You will make the settings in the **Network Setup** menu.

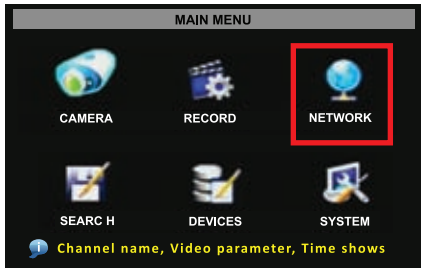
NOTE! You must have a PC connected to the same router as the DVR before proceeeding.

To access the Network Setup menu, right-click with the mouse to bring up the **Pop-Up Menu**. Select **Main Menu**.



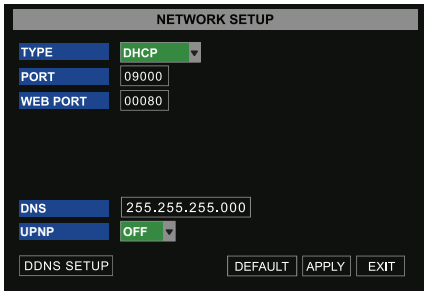
PICTURE 1-1

Select **NETWORK** in the **Main Menu** window.



PICTURE 1-2

Type can be set to UPnP, DHCP, PPPoE or Static. For an automated configuration, select UPNP. To have the router assign the IP address, use DHCP. To select the address, use static. To attach directly to a modem instead of using a router, use PPPoE.



PICTURE 1-3

UPNP

Universal Plug and Play, or UPnP for short, is a new set of networking protocols created by consumer electronics manufacturers to allow easier connections of networked devices such as computers, printers, mobile devices and network-capable security DVRs. Your DVR has UPnP functionality built in which allows it to automatically seamlessly connect to a network, obtain an IP address on that network and interact with other devices on the network - without the need for special software or time-consuming configuration routines.

Things you will need to know :

1. The make and model of the router.
2. Whether your router supports UPnP
3. The IP address for the router.
4. You will be forwarding ports **80**, **9000** and **18004**.

NOTE! Check with your Router's owner manual or the website of your router's manufacturer to determine whether it supports UPnP. If it does not, then you will need to follow the instructions for Simple Port Forwarding as laid out in **Section 1.2**. If you are still unsure about whether your router supports UPnP, you can determine this by proceeding with **Part 1**, below.

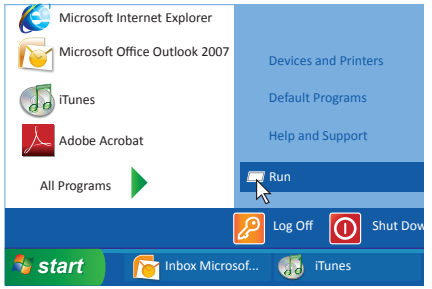
PART 1: Accessing Your Router

You will need your router's IP address in order to access it's controls.

To locate the IP address of your router:

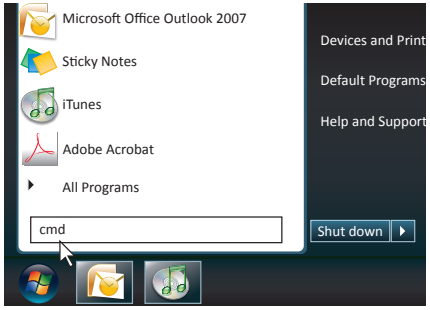
STEP 1. To access the router's settings you will need to enter the **Command** (CMD) panel on a computer also connected to the same router.

A. WINDOWS XP – Select **Run** from your Windows **START** menu (lower left of screen) and type "**cmd**" after the prompt.



PICTURE 1-4

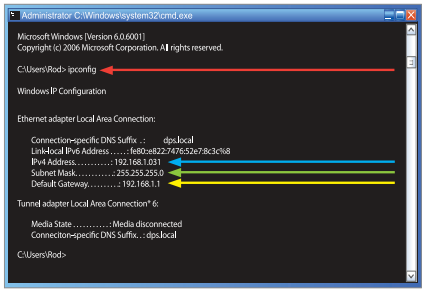
B. WINDOWS VISTA and **WINDOWS 7** – Click on the **START** menu (Windows icon) in the lower left of your screen. Type "**cmd**" into the field that says, "**Search programs and files**" and hit **ENTER** or click on the magnifying glass icon.



PICTURE 1-5

STEP 2. Type "**ipconfig**" at the prompt (**Red arrow in Picture 3**) to access router settings.

STEP 3. The "Default Gateway" (**Yellow arrow**) is the IP address for your router.

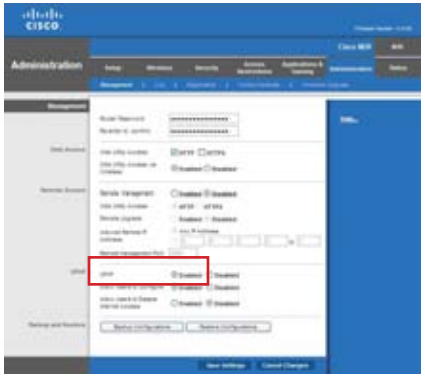

Administrator C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.0.6001]
Copyright (c) 2006 Microsoft Corporation. All rights reserved.
C:\Users\Rod> ipconfig
Windows IP Configuration
Ethernet adapter Local Area Connection:
Connection-specific DNS Suffix . : dps.local
Link-local IPv6 Address . . . . : fe80::e822:7476:52e7:8c3c%8
IPv4 Address. . . . . : 192.168.1.101
Subnet Mask . . . . . : 255.255.255.0
Default Gateway. . . . . : 192.168.1.1
Tunnel adapter Local Area Connection* 6:
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . : dps.local
C:\Users\Rod>

PICTURE 1-6

PART 2: Activating UPnP in the Router

STEP 4. Enter the router's IP address into the address field in a web browser window. This will open your router's settings window.

STEP 5. Activate UPnP. Each manufacturer uses their own method for locating and activating UPnP as shown by the red boxes in the example pictures below. Again, you should consult your router's manual or the manufacturer's website for specifics.



PICTURE 1-7

PICTURE 1-8

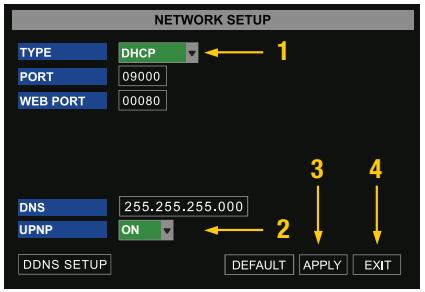
PART 3: Activating UPnP in the DVR

STEP 6. On the DVR, access the **Network** menu from the **Main** menu.

STEP 7. Set Network Type to **DHCP** and click **ON** next to UPNP.

STEP 8. Click on **Apply** and then **OK** to save your settings before exiting this menu.

STEP 9. Restart your DVR.



PICTURE 1-9

STEP 10. Check the status of ports **80**, **9000** and **18004**, by going to ***www.canyouseeme.org*** and entering the port numbers one at a time.

If you receive the "Success!" message then you are ready to begin remotely monitoring your DVR by entering the IP address displayed by CanYouSeeMe.

PICTURE 1-10

If you do not receive the "Success!" message, you should change the port number listed to the right of **Web Port** (**see Picture 1-9**) from 80 to 85 or 89 in the Network Settings Menu and begin again with **Step 8**.

DHCP

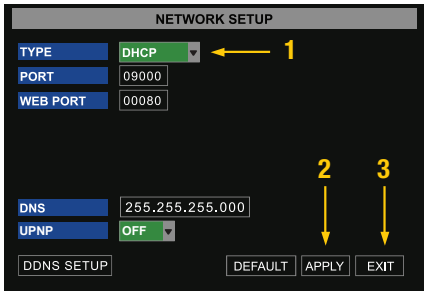
When selecting DHCP as the Network type, the router automatically generates a DVR IP address once the Network Setup menu is exited and the DVR is restarted.

STEP 1. Select **DHCP** from the **Type** drop-down menu,

STEP 2. Click on **APPLY**

STEP 3. Select **EXIT**.

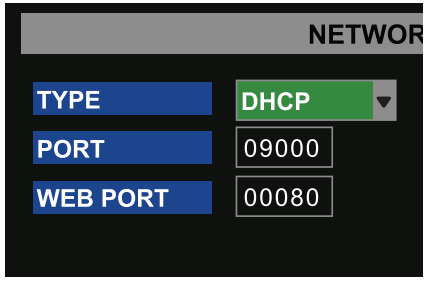
STEP 4. Restart the DVR.



PICTURE 1-11

Once the DVR has restarted, reopen the **Network Setup** window and the IP address of the DVR will now be listed.

Forward ports 80 and 9000 to this IP address.



PICTURE 1-12

Write down this IP address. Then switch the Network Type to "**Static**" and re-enter the IP address to avoid any discrepancies that might occur in the event the router auto generates a different IP address in the future.

If you are going to access the DVR from a smart phone you will also need to go the **Mobile Setup** and set up the DVR for smart phone access.

Go to the Main Menu and click on the **DEVICES** icon.

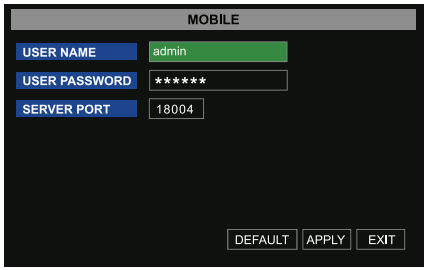
PICTURE 1-13

Then click on the **MOBILE** icon.

PICTURE 1-14

Enter the User Name and Password you wish to use when accessing the DVR via a smartphone.

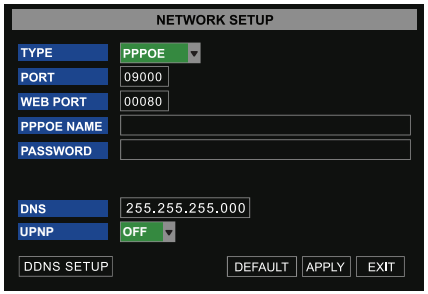
Smartphones will access the DVR using port 18004. This port will need to be forwarded along with ports 80 and 9000.



PICTURE 1-15

PPPOE

When selecting PPPoE as the Network type, input the username and password provided by your internet service provider. You would use this option if you are attaching the DVR directly to DSL or cable modem instead of a router.



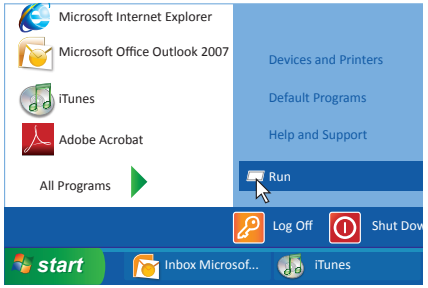
PICTURE 1-16

STATIC

Some DVRs are unable to automatically generate the IP address and supply it to the DVR. Setting up a Static IP address accomplishes the same result as using DHCP in the previous section, but it requires you to locate the information in the router yourself.

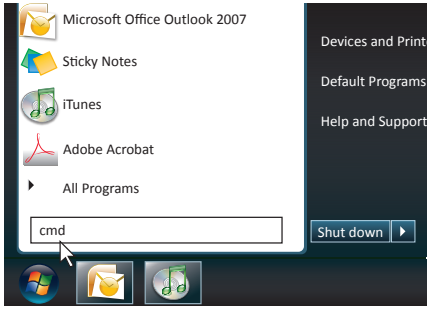
STEP 1. To access the router's settings you will need to enter the **Command** (CMD) panel on a computer also connected to the same router as the DVR.

A. WINDOWS XP – Select **Run** from your Windows **START** menu (lower left of screen) and type "**cmd**" after the prompt.



PICTURE 1-17

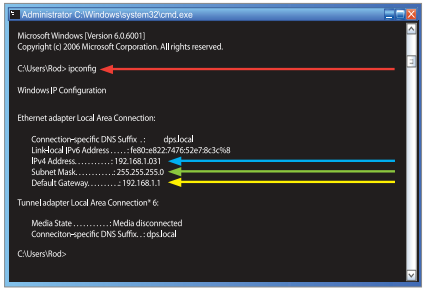
B. WINDOWS VISTA and **WINDOWS 7** – Click on the **START** menu (Windows icon) in the lower left of your screen. Type "**cmd**" into the field that says, "**Search programs and files**" and hit **ENTER** or click on the magnifying glass icon.



PICTURE 1-18

STEP 2. Type "**ipconfig**" at the prompt (**Red arrow in Picture 1-19**) to access router settings.

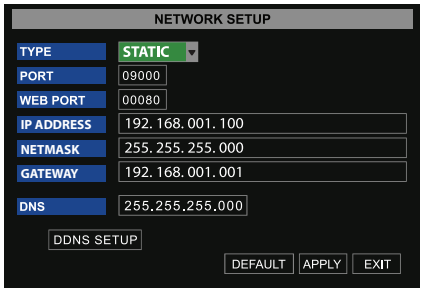
STEP 3. Write down the IP4v address (**Blue arrow**) as well as the Gateway and Subnet Mask numbers (**Green and yellow arrows**).


Administrator C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.0.6001]
Copyright (c) 2006 Microsoft Corporation. All rights reserved.
C:\Users\Rod> ipconfig
Windows IP Configuration
Ethernet adapter Local Area Connection:
Connection-specific DNS Suffix . :
Link-local IPv6 Address . . . . . : fe80::e822:4765:52e7:8c3c%8
IPv4 Address. . . . . : 192.168.1.031
Subnet Mask. . . . . : 255.255.255.0
Default Gateway. . . . . : 192.168.1.1
Tunnel adapter Local Area Connection* 6:
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . :
C:\Users\Rod>

PICTURE 1-19

STEP 4. Return to the Network window on the DVR (**Picture 1-20**) and enter the Subnet Mask and Gateway numbers in the proper fields along with the first three sets of numbers from the IP4v address (**Blue arrow in Picture 1-19**) into the IP Address field.

To finish the IP address, you will need to enter a fourth set of numbers that is different than any other device attached to the same router. If the fourth set of numbers in your IP4v address is a single or double-digit number, then you can enter any three-digit number up to 254. If, on the other hand, the IP4v address ended with a number in the 100s, then enter a number between 200 and 254.



PICTURE 1-20

IMPORTANT! Do not use 255 or higher to complete your IP address as these addresses are reserved for other devices and components.

STEP 5. Click **Apply**.

STEP 6. Click **Exit**.

1.2 PORT FORWARDING

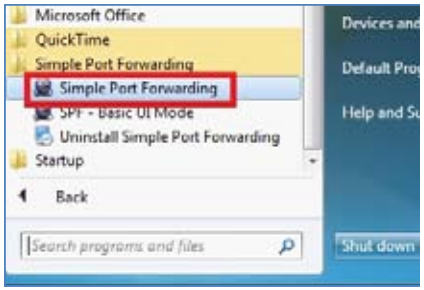
Download the **FREE** Simple Port Forwarding program from:
http://www.simpleportforwarding.com/download

Click on **Download on Mirror 7** to download and install this program.

Make sure to check out all the programs
This is a Free/Pro Program.
2000, XP, 2003, Vista, 2008, 7 & Requires Internet Explorer 6.0 or higher
Current Version: 3.0.21
Supported Routers: 1,602
Main Language: English
Supported Languages: 52
DOWNLOAD
Mirror 1 (MajorGeeks.com)
Mirror 2 (Softpedia.com)
Mirror 3 (SnapFiles.com)
Mirror 4 (FiberDownload.com)
Mirror 5 (SoftSea.com)
Mirror 6 (Programosy.pl)
Mirror 7 (Direct Download)
Need to check that your port forwarding is working?
Click Here
Zip File (Non Setup) Portable Version (Direct Download)

PICTURE 1-21

Once the program is installed, go to the Windows **Start Menu** (Windows icon in the lower left of your monitor) and look for **Simple Port Forwarding** in the program list. Click on the program to launch it.



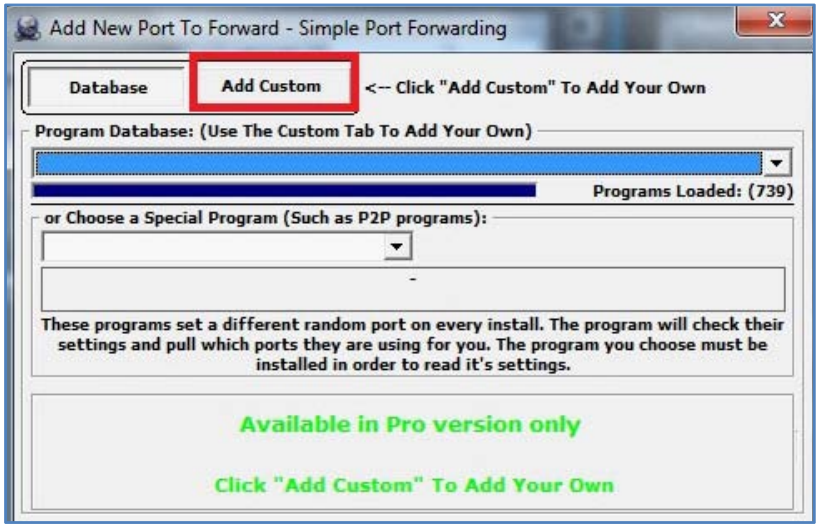
PICTURE 1-22

Once **Simple Port Forwarding** has launched, select your router from the list. The default Router IP and Login information will automatically come up. If you have previously changed the login information, then you will have to enter it manually

PICTURE 1-23

Click on "**+**" at the bottom to open the window allowing you to set your ports.

Click on **ADD CUSTOM**.


Add New Port To Forward - Simple Port Forwarding
Database
Add Custom
<-- Click "Add Custom" To Add Your Own
Program Database: (Use The Custom Tab To Add Your Own)
Programs Loaded: (739)
or Choose a Special Program (Such as P2P programs):
These programs set a different random port on every install. The program will check their settings and pull which ports they are using for you. The program you choose must be installed in order to read it's settings.
Available in Pro version only
Click "Add Custom" To Add Your Own

PICTURE 1-24

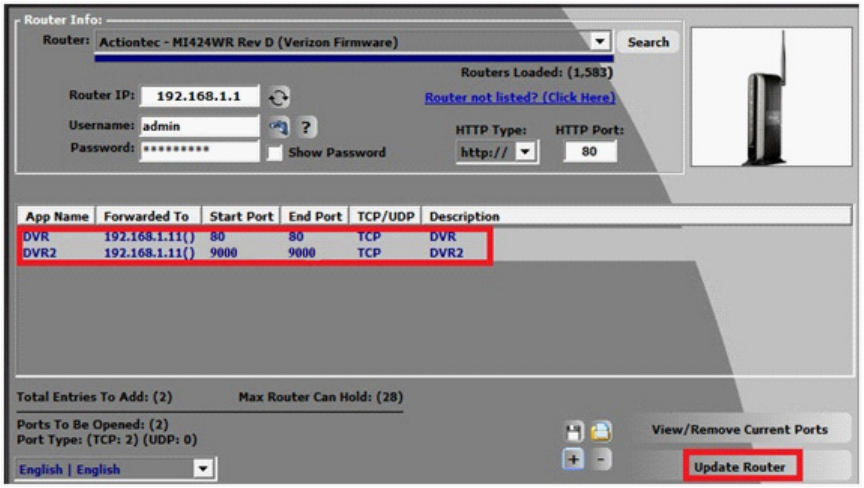
Input the required information:

Name: (You can name your DVR if you wish)
Type: TCP
Start Port: 80
End Port:80
IP add: IP of DVR obtained in **Network Settings**.

PICTURE 1-25

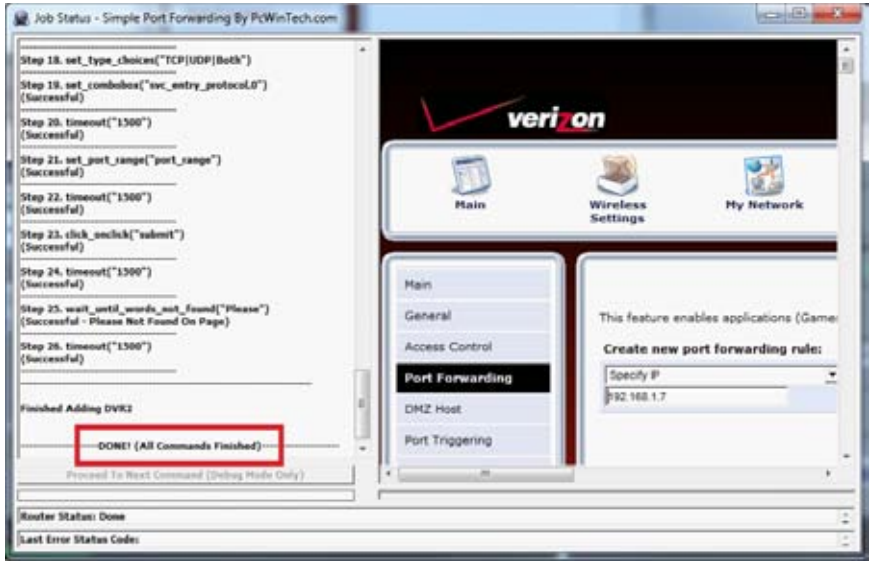
Click on **ADD**
Repeat for port 9000, and also for 18004 to allow smartphone access.

You will now be returned to the main window of the program. The ports you added will now show on the list. Click on **Update Router** at the bottom.


Router Info:
Router: Actiontec - MI424WR Rev D (Verizon Firmware)
Search
Routers Loaded: (1,583)
Router IP: 192.168.1.1
Router not listed? (Click Here)
Username: admin
Password: *********
Show Password
HTTP Type: http://
HTTP Port: 80
App Name | Forwarded To | Start Port | End Port | TCP/UDP | Description
DVR 192.168.1.11() 80 80 TCP DVR
DVR2 192.168.1.11() 9000 9000 TCP DVR2
Total Entries To Add: (2)
Max Router Can Hold: (28)
Ports To Be Opened: (2)
Port Type: (TCP: 2) (UDP: 0)
View/Remove Current Ports
English | English
Update Router

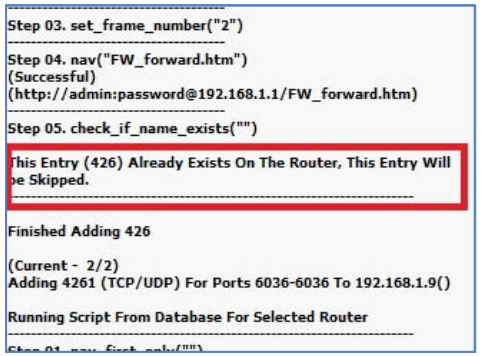
PICTURE 1-26

You will see the “Updating is in progress” message. Please wait until you see it say **DONE** at the bottom.



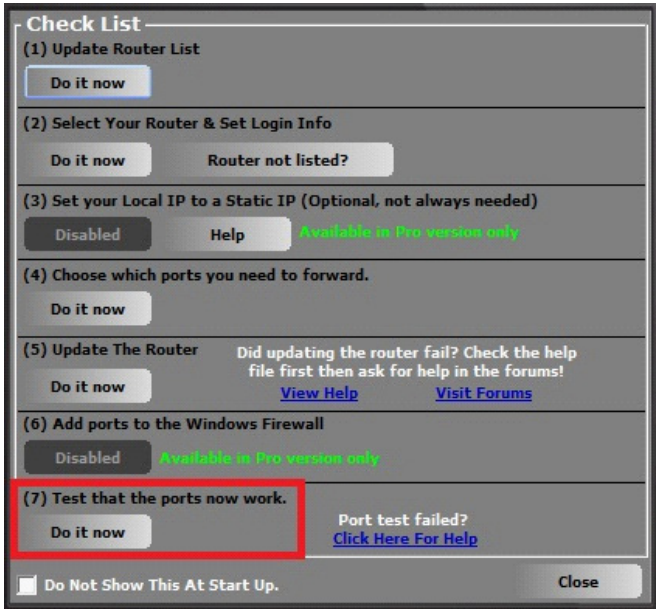
PICTURE 1-27

If for some reason, a port or ports that you forwarded are not listed in the Router and if you see a message in the Scripts list on the left side of the window stating that the port already exists (**Red box in Picture 1-28**), then you will need to change the Port 80 to 85 in the DVR and start over again.


Step 03. set_frame_number("2")
Step 04. nav("FW_forward.htm")
(Successful)
(http://admin:password@192.168.1.1/FW_forward.htm)
Step 05. check_if_name_exists("")
This Entry (426) Already Exists On The Router, This Entry Will be Skipped.
Finished Adding 426
(Current - 2/2)
Adding 4261 (TCP/UDP) For Ports 6036-6036 To 192.168.1.9()
Running Script From Database For Selected Router

PICTURE 1-28

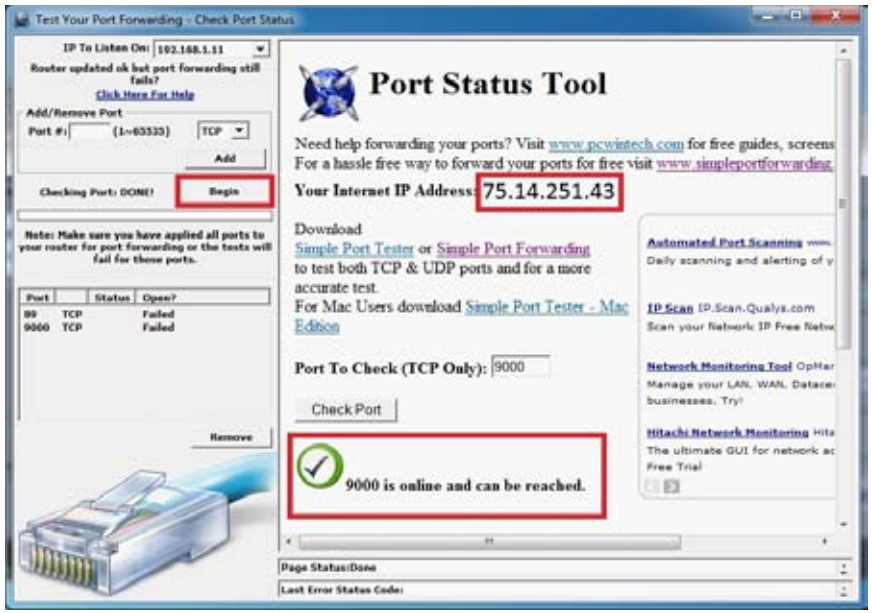
Once you receive the **DONE** message that the ports have been successfully forwarded, test if the ports are working by clicking on item number 7 in the **Check List** - **Test that the ports now work**.


Check List
(1) Update Router List
Do it now
(2) Select Your Router & Set Login Info
Do it now
Router not listed?
(3) Set your Local IP to a Static IP (Optional, not always needed)
Disabled
Help
Available in Pro version only
(4) Choose which ports you need to forward.
Do it now
(5) Update The Router
Do it now
Did updating the router fail? Check the help file first then ask for help in the forums!
View Help
Visit Forums
(6) Add ports to the Windows Firewall
Disabled
Available in Pro version only
(7) Test that the ports now work.
Do it now
Port test failed?
Click Here For Help
Do Not Show This At Start Up.
Close

PICTURE 1-29

Click on **Begin.**

If you receive a message stating that the port is online and can be reached, then you have set it up correctly.


Test Your Port Forwarding - Check Port Status
Port Status Tool
Your Internet IP Address: 75.14.251.43
Port To Check (TCP Only): 9000
Check Port
9000 is online and can be reached.

PICTURE 1-30

To connect to your DVR from the Internet, you will need to put the Internet IP address shown after "**Your Internet Address:**" message into the browser or access program window.

If you are forwarding any instead of port 80, then you need to put that port at the end of the address.

Example: if you use port 85, you will need to enter: http://75.14.251.43:**85**

Instructions for using the ASee software on your smartphone can be found on the CD that came with your DVR, or it can be downloaded by clicking on the links below:

Android: *http://q-see.com/files/DeviceFiles/R-AndroidSetupNewweb.pdf*

Blackberry: *http://q-see.com/files/DeviceFiles/R-Smart Phone Access Blackberry.pdf*

iPhone: *http://q-see.com/files/DeviceFiles/R-Smart Phone Access iPhone.pdf*

Symbian: *http://q-see.com/files/DeviceFiles/R-Smart Phone Access Symbian.pdf*

Windows Mobile:
http://q-see.com/files/DeviceFiles/R-Smart Phone Access Windows Mobile.pdf

1.3 DDNS (DYNAMIC DOMAIN NAME SERVICE)

You can access the DVR over the Internet using a static or dynamic IP address. However, your service provider can change this dynamic address from time to time. When it changes, you will have to return to repeat the steps in in **Network Settings** or by visiting ***www.MyIPAaddress.com***, again from a computer attached to the same router as the DVR to get the new public IP address.

There are two solutions to this problem. The first would be to obtain a static IP address from your ISP – which can be expensive. A second – *and free* – option is to use a dynamic domain name service (DDNS) to get a domain name that can be linked to your dynamic IP address. In addition to automatically keeping up with the changes in the address, you will now be able to enter a domain name rather than a string of digits when accessing the DVR in Internet Explorer.

While there are multiple free DDNS services available, we recommend using ***www.MyQ-See.com*** or ***www.DynDNS.com*** as the DVR has been already configured to accept account information from these two services.

NOTE! Before setting up DDNS, you must have previously set up Port Forwarding as described in the preceding section.

Setting up DDNS

The following instructions are for setting up DDNS with MyQ-See, instructions for DynDNS are available on their website.

STEP 1. Using a computer that is connected to the same router as the DVR, use Internet Explorer to go to ***www.MyQ-See.com***

STEP 2. Fill out the required information to register and click the **Submit** button at the bottom of the screen.

STEP 3. The next page will ask you to create a domain name. Domain names must begin with a letter (a-z) or a number (0-9) and cannot contain a hyphen. Once you've decided upon a name, click on the "**Request Domain**" button. If it is available you will see a confirmation screen along with the IP address associated with it. Confirm that this matches the number obtained in **Network Settings**. Your domain name will look like this: ***http://example.myq-see.com***

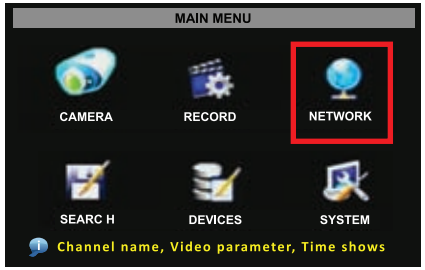
STEP 4. Once you have obtained your domain name, you will need to configure the DVR for access using it.

PICTURE 1-31

PICTURE 1-32

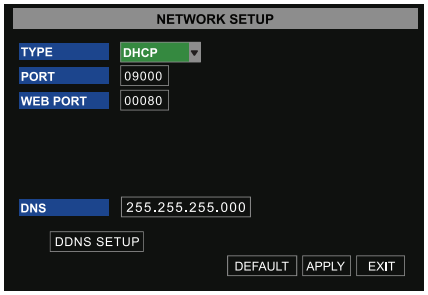
To set up the DVR for access through a dynamic domain name:

STEP 1. Return to the **Network** window in the **Setting Menu**.



PICTURE 1-33

STEP 2. In the **Network** window, click on the **DDNS Setup** button to generate a DDNS setting dialog box (**Picture 1-35**)

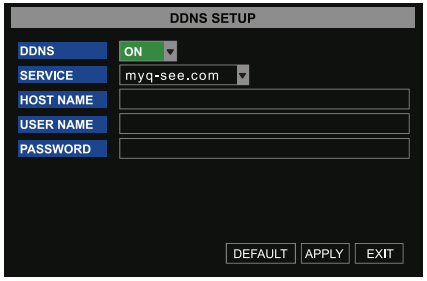


PICTURE 1-34

NOTE! You will need to enter your Primary or Public DNS. This can be found in your router status tab. To locate this, enter the Gateway address number that appears in your Network Settings (or which you wrote down while setting up Static IP) into a browser window on a computer that is connected to the same router as your DVR. This will open your Router's information window. Click on **Status** (or the equivalent - each brand is different) to view your DNS numbers. You will only need the first. If your router does not list the DNS address, you will need to call your Internet Service Provider.

STEP 3. Enter the User Name, Password and Domain Name that you registered for through ***http://myq-see.com***. Click the **Apply** button at the bottom of the screen and then the **Exit** button. This should return you to the **Network Setup** menu.

STEP 4. Click the **Apply** button and then the **Exit** button at the bottom of the **Network Setup Screen** and your DDNS setup is complete.



PICTURE 1-35

You are now able to access the DVR remotely over the Internet by entering the domain name into a browser window.

REMOTE MONITORING WITH A PC CHAPTER 2

Once you have configured the network settings on the DVR to match those on your router and forwarded the ports needed by the DVR to enable remote access over the Internet, you will be ready to remotely view your cameras using a webcam program based on an ActiveX control. For this to work, you will have to enable the ActiveX control options that are built into Internet Explorer. It is strongly suggested that you be running the latest version of Internet Explorer (currently IE8). The instructions below will describe the process using that version of the browser. Instructions for users with IE6 or 7 are available in the Resources library of our Technical Support page.

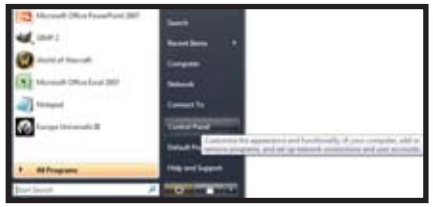
2.1 CONFIGURING YOUR COMPUTER

USER ACCOUNT CONTROL FOR WINDOWS VISTA AND WINDOWS 7

Some users of computers using Windows Vista or Windows 7 operating systems may receive an error message informing of a codec that is missing or not installed. This conflict can be resolved by turning off User Account Control (UAC).

Windows Vista

STEP 1. Open the Control Panel (accessible by clicking on the Windows icon in the lower left of your screen.



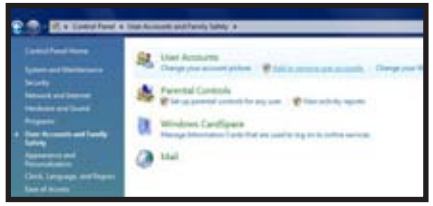
PICTURE 2-1

STEP 2. Select User **Accounts and Family Safety**.

User Accounts and Family Safety
Set up parental controls for any user
Add or remove user accounts
Change user account settings and passwords, and set up parental controls.
Customize colors
Adjust screen resolution

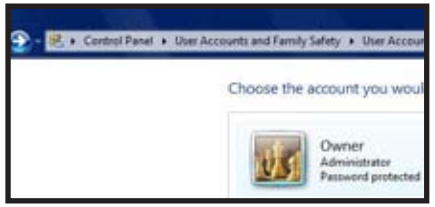
PICTURE 2-2

STEP 3. Select "**Add or Remove User Account**."



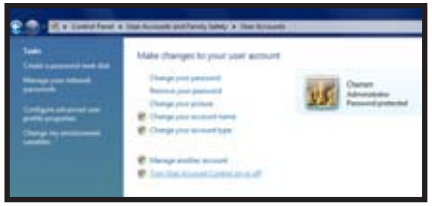
PICTURE 2-3

STEP 4. Select the desired user account.



PICTURE 2-4

STEP 5. Select **Turn User Account Control on or off**



PICTURE 2-5

STEP 6. Uncheck the box next to "Use User Account Control (UAC) to help protect your computer."

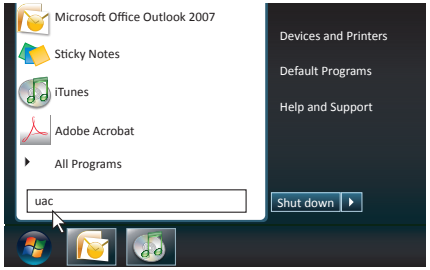
STEP 7. You will then be asked to restart your computer for the change to take effect.

PICTURE 2-6

Windows 7

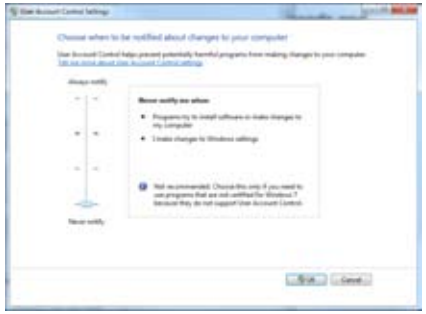
STEP 1. Open up the Start Menu (accessible by clicking on the Windows icon in the lower left of your screen.

STEP 2. Type "uac" into the search bar and hit **ENTER**. The User Account Control will open or you will be offered a link to click to open it.



PICTURE 2-7

STEP 3. Move slider to lowest setting and press **OK**.



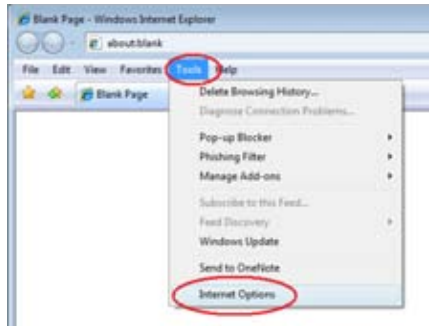
PICTURE 2-8

SETTING UP ACTIVEX CONTROL

STEP 1. Open Internet Explorer

STEP 2. Click on **Tools**

STEP 3. Select **Internet Options** in the pull-down menu

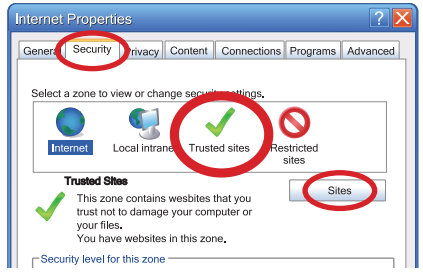


PICTURE 2-9

STEP 4. Click on the **Security** Tab

STEP 5. Select **Trusted** Sites

STEP 6. Click on the **Sites** button



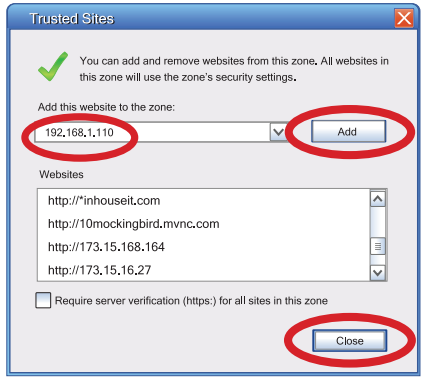
PICTURE 2-10

STEP 7. Uncheck the "**Require server verification (https:) for all sites in this zone**" button.

STEP 8. Type the DVR's IP address (obtained during **Network Setup**) or DDNS domain name into the "**Add this website to the zone:**" box.

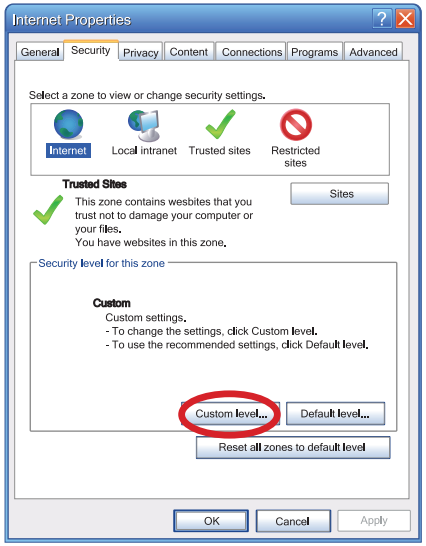
STEP 9. Click the **Add** button

STEP 10. Close the window.



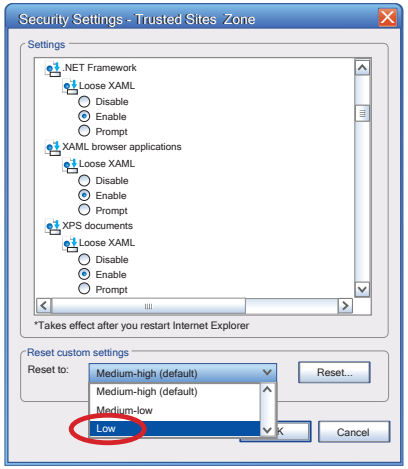
PICTURE 2-11

STEP 11. Click the **Custom level…** button.



PICTURE 2-12

STEP 12. Pull down the "**Reset to:**" menu button and select **Low**



PICTURE 2-13

STEP 13. Click the **Reset** button

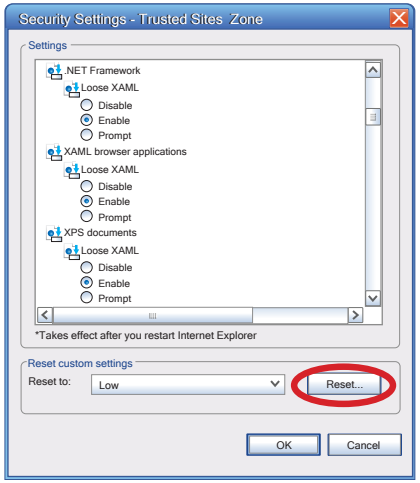
STEP 14. Click "**Yes**" when asked, "Are you sure you want to change the setting for this zone?"

STEP 15. Click **OK**

STEP 16. Click **Apply**

STEP 17. Click **OK**

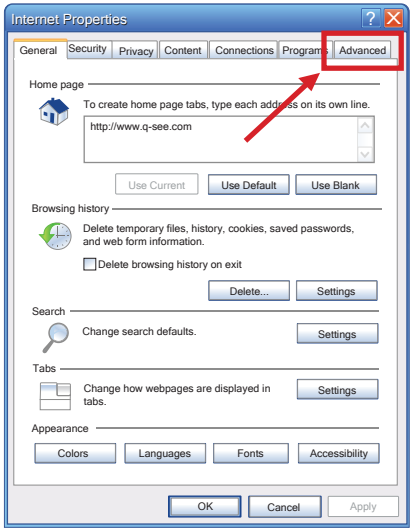
STEP 18. Close Internet Explorer



PICTURE 2-14

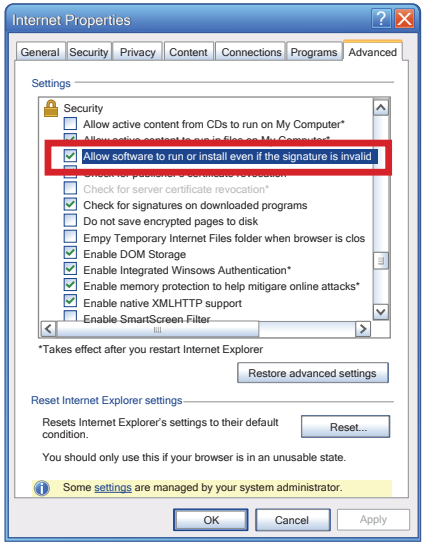
If you get a error message that says the program cannot load because the publisher is unknown or the program is unsigned, return to the **Tools** setting in Internet Explorer.

Open **Internet Options**, then go to the "**Advanced**" tab (RED box in **PICTURE 2-15**), this will open the window in **PICTURE 2-16**.



PICTURE 2-15

Scroll down to “**Security**”, and select the options to “**Allow software to run or install even if the signature is invalid**”, and “**Allow Active Content to Run Files on My Computer**” (RED box in **PICTURE 2-16**).


Internet Properties
General
Security
Privacy
Content
Connections
Programs
Advanced
Settings
Security
Allow active content from CDs to run on My Computer*
Allow software to run or install even if the signature is invalid
Check for server certificate revocation*
Check for signatures on downloaded programs
Do not save encrypted pages to disk
Empy Temporary Internet Files folder when browser is clos
Enable DOM Storage
Enable Integrated Winsows Authentication*
Enable memory protection to help mitigare online attacks*
Enable native XMLHTTP support
Enable SmartScreen Filter
*Takes effect after you restart Internet Explorer
Restore advanced settings
Reset Internet Explorer settings
Resets Internet Explorer's settings to their default condition.
Reset...
You should only use this if your browser is in an unusable state.
Some settings are managed by your system administrator.
OK
Cancel
Apply

PICTURE 2-16

To connect to the DVR from the remote computer you would then open an Internet Explorer browser window and enter the internet IP of your router that you obtained earlier during **Network Setup**.

NOTE! If you cannot use HTTP port 80 or 9000 because the port is being used by another program, or it is being blocked by your service provider, you can use another port in the same range. If you do so then you need to forward the IP address of the router to the other port, change the port in the DVR NETWORK settings, and you need to add the port number after the IP address. For example, if you set the HTTP port as 82, you need to enter the IP address as 192.168.0.25:**82**. After you have forwarded the ports you can verify that the ports are open by going to canyouseeme.org from a computer that is attached to the same router as the DVR.

Once you are able to login, you will get the login screen, by default there is no password. Just push the **Login** Button .

NOTE! If you are still experiencing problems connecting remotely, anti-virus programs could also block the ActiveX control. Deactivate any anti-virus programs for the duration of your remote monitoring sessin. Similarly, other plug-ins could also block ActiveX. Close firewalls in Windows and in the router if applicable. Remember to restore your security settings after exiting the monitoring session.

If you have a router plugged into another router, for example, if you have the DVR attached to a router which is attached to DSL or Cable router, you may need to forward port 80 and 9000 (or whatever ports you are using) on the DSL or Cable router to the IP address of the router that the DVR is attached to, so that router can then forward the port to the DVR. Please refer to the **PORT FORWARDING** section above on how to get instructions on how to forward the port on the other router.

2.2 NET-VIEWER SOFTWARE

LOGGING IN TO NET VIEWER

Prior to running the Net Viewer program, ensure your browser’s pop-up blockers are turned off.

STEP 1. Open an IE Browser window and input the IP address and web port of your DVR (i.e., http://172.18.6.202/) into the address bar to generate a Net Viewer User Log-in screen.

PICTURE 2-17

STEP 2. Input the **PASSWORD** and select **NETWORK** from the drop down list.

STEP 3. Click on **LOGIN** and the Net Viewer program will show a live feed (below).

PICTURE 2-18

The Net Viewer program allows full remote access and control of the DVR. It will automatically display the live feed upon opening. The controls will replicate those found on the DVR itself.

NUMBER	DESCRIPTION	NUMBER	DESCRIPTION
1	Menu Bar	**2**	PTZ Panning Controls
3	PTZ View Controls	**4**	PTZ Preset Controls
5 - 9	Live Viewing Controls		

VIEWING LIVE AND RECORDED VIDEO

The **Menu** is located on the top left hand side of the screen. This toolbar includes selections for **LIVE**, **REPLAY**, **SETUP**, and **LOGOUT**.

Live

This is the normal operating mode and is the mode that the program opens up to, showing the live feed from any connected cameras.

Replay

Selecting **REPLAY** from the Net-Viewer toolbar will allow you to replay previously recorded footage. To find previously recorded footage, select the date from the menu, a file list will be displayed, choose the file from the file list.

PICTURE 2-19

A set of buttons allows you to control playback and save the file for viewing on a computer.

Button	Name	Function
PLAY	Play Button	Play or pause recorded footage
STOP	Stop Button	Stop playing recorded footage
F.F.	F.F. Button	Fast forward through recorded footage
SLOW	Slow Button	Decrease playback speed of recorded footage
Next Frame	Next Frame	Playback recorded footage frame by frame
264 TO AVI	264 TO AVI Button	Convert file from H.264 to AVI

SETUP

Selecting **SETUP** from the Net-Viewer toolbar will allow the configuration of the controls for recording preferences, alarm preferences, PTZ controls and the network and system settings. The various tabs within this Setup sub menu are RECORD, ALARM, PTZ CONTROL, NETWORK, SETTING, and HOST INFO:

Record

The RECORD tab in the Setup menu, allows you to configure the recording status of the DVR in a similar manner to the controls on the DVR itself.

PICTURE 2-20

Channel: Select **ON** or **OFF** from the drop down menu next to each channel Resolution: select the preferred resolution of the recorded image

Quality: Select the preferred quality of the recorded image

Audio: Select **ON** or **OFF** from the drop down menu for the audio control if your camera has audio capability.

Rec Mode: Select the recording mode from the drop down menu. Select the **ALWAYS** option to record 24 hours a day, or the **TIME RECORD** option to record on a set schedule or on motion detection.

Schedule: If you select the **Time Record** option, click on the **Schedule** button to set up the schedule for when you want to record. This works the same as in the **Record Setup** function in the DVR.

Default: This will restore all options to their original factory-installed settings.

Alarm

This allows you to configure the DVR's alarm settings.

STEP 1. Select the channel(s) associated with the camera(s) and configure all options under that column

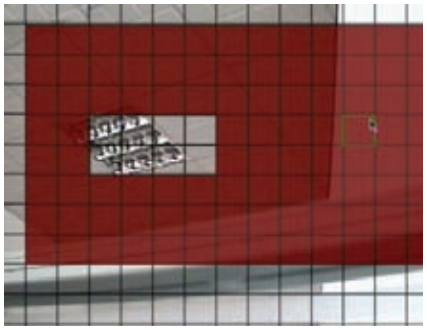
STEP 2. Configure each camera's sensor alarm settings by selecting the desired option from the I/O ALARM drop down menu.

- Select NO for normally opened
- Select NC for normally closed.

PICTURE 2-21

STEP 3. To configure the DVR to detect motion:

- Select **ON** or **OFF** from the **STATUS** drop down menu to enable or disable motion detection on each camera
- Select **LOW**, **MEDIUM**, **HIGH**, or **HIGHEST** from the **SENSITIVITY** drop down menu to set the sensitivity of the motion detection
- Click **SETUP** for each camera next to **MD AREA**, which allows the definition of the area to be detected for motion and when any object moves in the designated area, recording will be triggered.
- On the area selection grid select each square to enable motion detection for each area. Squares will turn red to indicate that motion will be detected in that area. Recording will not be triggered when motion occurs in areas that have not been selected.



PICTURE 2-22

The **Video Loss** option creates a notification if the system loses video feed for any reason, such as camera damage, disconnected camera cables or a power supply malfunction.

- Select **ON** to generate an alarm buzzer when video loss occurs.
- Select **OFF** to turn this buzzer notification off.

The **HDD Space** pull down menu allows you to choose whether an alarm buzzer will sound when the HDD is running low on available storage space.

- Select **ON** to enable the alarm buzzer.
- Select **OFF** to turn this buzzer notification off.

The **HDD Loss** option enables an alarm notification when the system has lost its connection with the Hard Disk Drive, or if the drive has failed for some reason.

- Select **ON** to enable the alarm buzzer.
- Select **OFF** to turn this buzzer notification off.

The **Alarm Manage** option allows you to configure how long each sounding of the external alarm (if any) and internal buzzer will continue. It also allows you to setup how long you want the system to continue to record after the alarm ends (post record).

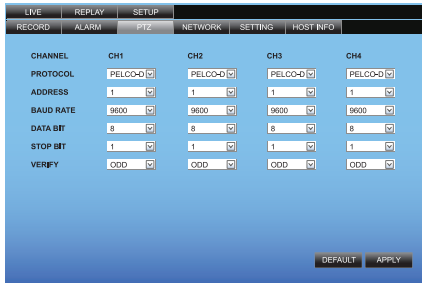
- Select 0 seconds, 10 seconds, 20 seconds, 40 seconds, or 60 seconds from the Output drop down menu.
- Post Rec: This sets how long to record after the alarm ends, Select 0 seconds, 30 seconds, 1 minute, 2 minutes or, 5 minutes

The **DEFAULT** button will reset all Alarm options to their original factory installed settings

Select **APPLY** to save settings before continuing to another tab.

PTZ Control

The PTZ tab on the Setup menu allows the configuration of the PTZ camera options. Use the following instructions to configure each PTZ camera. You will need to have your camera's manual at hand.



PICTURE 2-23

STEP 1. Select the channel(s) associated with the PTZ camera(s) and configure all options under that column

STEP 2. From the **PROTOCOL** drop-down menu, select **Pelco-D** or **Pelco-P**, to match the settings on the PTZ camera

STEP 3. Select the number from the **ADDRESS** drop down list, to match the settings on the PTZ camera

STEP 4. From the **BAUD RATE** drop down menu, select **1200**, **2400**, **4800** or **9600**, to match the settings on the PTZ camera

STEP 5. From the **DROP BIT** drop down menu select the number to match the settings on the PTZ camera

STEP 6. From the **STOP BIT** drop down menu select **1** or **2**, to match the settings on the PTZ camera

STEP 7. From the **VERIFY** drop down menu match the settings on the PTZ camera If you have a verification setting on the control board then set this option to match it, if you do not have this option on the PTZ camera control board then leave it set to **OFF**.

STEP 8. Repeat steps 2-7 for each PTZ camera connected to the DVR

STEP 9. Select **APPLY** to save settings before continuing to another tab.

Select the **DEFAULT** button to reset all options to their original factory installed settings

Network

The **NETWORK** tab on the **Setup** menu allows you to view the network settings you made in the DVR. Please see **Section 1.1 Network Settings** at the front of this guide for more information.

Setting

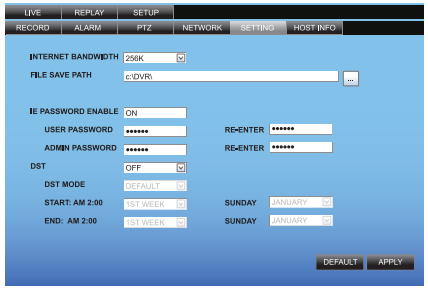
The **SETTING** tab on the **Setup** menu allows the control of the Net-Viewer program settings.

Internet Bandwidth - Select your system's Internet bandwidth from the drop down menu. If you are experiencing jerky playback, you may wish to choose a lower setting.

File Save Path - Select the path where video and still images taken from the DVR should be saved on your computer.

IE Password Enable - This allows you to require that users enter a password when accessing the DVR from Internet Explorer. This password can be different than those used to access the DVR directly. Admin and User passwords allow different levels of control over the DVR.

DST - Turns on or off Daylight Savings Time. Select the starting and ending dates and times of Daylight Savings Time.



PICTURE 2-24

The **DEFAULT** button will reset all Alarm options to their original factory installed settings

Select **APPLY** to save settings before continuing to another tab.

Host Info

The **HOST INFO** tab on the **Setup** menu shows the remaining amount of space and recording time on the HDD. It also shows the version of the Net Viewer software and lists the MAC Address.

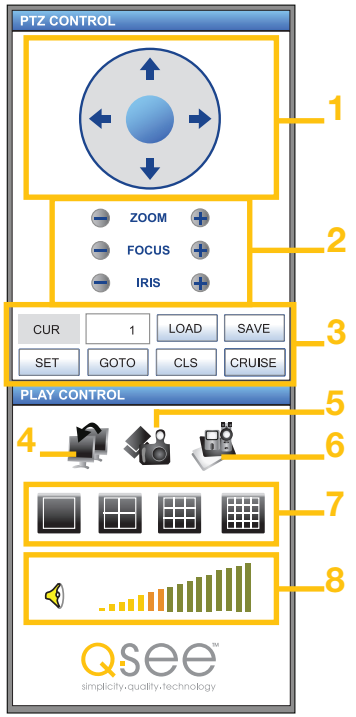
PICTURE 2-25

Logging Out of Net-Viewer

To log out of the Net-Viewer program, go to the main interface window and select **LOGOUT** from the toolbar.

PTZ CONTROLS

The PTZ controls operate in the same manner as those on the DVR. For more information, refer to **PTZ Setup** and **PTZ Control** on pages 26 and 27 of the User Manual.



PICTURE 2-26

Item	Name		Function
1	PTZ Panning Direction		Controls the panning direction of the PTZ Camera
2	Zoom, Focus and Iris		Increase or decrease the zoom, focus or brightness of the picture
3	Settings	CUR	Displays current action. Enter a preset's number manually in the accompanying box
		LOAD	Reloads the last saved setting
		SAVE	Saves the current setting
		SET	Choose from a preset
		GOTO	Goes to a specific preset
		CLS	Clears the currently running action
		CRUISE	Choose from a preset bit rate setting
4	Live Display		Turns the Live Display On or Off
5	Screen Capture		Captures a screen image and saves it to your PC
6	Record		Record images to your DVR system from Net Viewer
7	Channel Display Grid		Choose from full screen, 4-Channel, 8 Channel and 16-Channel view mode, depending on model.
8	Volume Control		Adjust the volume if the camera is audio capable

E-MAIL NOTIFICATION SETUP CHAPTER 3

Your DVR can be configured to notify you via e-mail when it detects motion. You will need to set up an account which DVR can use to send out alerts before proceeding.

NOTE! Depending upon your settings, the system can generate a lot of e-mail alerts. For that reason, we recommend setting up a dedicated e-mail address specifically for the system to send alert notices. If you do not have your own e-mail system (such as a corporate mail server) you should consider using a free e-mail provider. However, because many free e-mail services allow only a limited amount of e-mail traffic we specifically recommend using Google's Gmail service with its higher limit. Similarly, you will want the alert e-mails to go to a different account than the one sending them. This will ease your management of these alerts. We specifically recommend agains using Yahoo or Hotmail for this function as both services limit the number of e-mails that can be sent out on a daily basis. Upon exceeding that limit, your account will no longer send alerts for that time period.

For the example below, we will use Gmail. The settings can be found under **Options** when logged into your Gmail account.

1. Make sure that the DVR's firmware version is 090716 or newer

2. Make sure that your DVR has been set for network access and can be seen from internet. This was covered in the first section of this guide, **Configuring the DVR for Remote Access**.

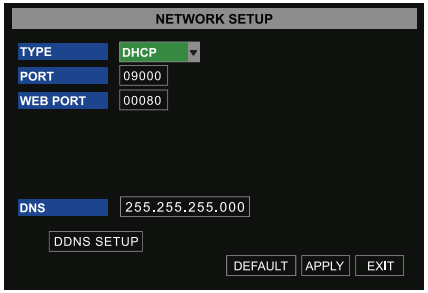
3. If you have not already configured the DVR to record when it detects motion, you will need to follow these instructions:

A. Go to **MENU** - **DEVICES** - **MOTION**. Turn on all the cameras and set to 2 or 3. Click **APPLY** and **EXIT**

B. Go to **MENU** - **RECORD** and **RECORD SET** - **TIME SCHEDULE** and click on **SCHEDULE**, then click on **ALARM** at the bottom (check mark), then schedule which hours of which days will have the DVR looking for motion events. These should not be for hours or areas which normally see traffic during the course of the day. Click **APPLY** and **EXIT**.

The DVR will record on Motion now.

4. Go to **MENU** - **NETWORK**, and on **DNS**, you need to put your public DNS. This number is shown in the bottom of the network setting window as shown in **Picture 3-1**.



PICTURE 3-1

5. Go to **MENU** - **DEVICE** - **ALARM** - **EMAIL SETUP**: (**Picture 3-2**) Example here for GMAIL account (recommended), if you don't have Gmail account, go ***www.gmail.com*** and sign up:

A. Turn ON email (**Picture 3-3**)

B. SSL : ON

C. Port : 00465

D. smtp: smtp.gmail.com

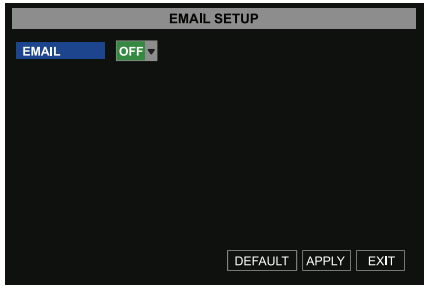
E. Send email: youremail@gmail.com

F. Password: your password for the gmail account

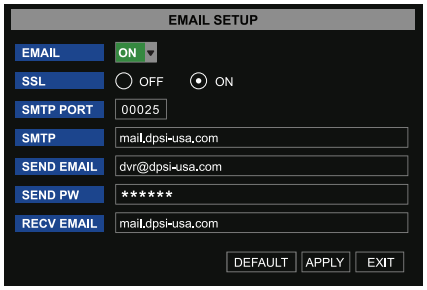
G. Recv email: use a different e-mail address to receive notifications.

H. Click **APPLY** - **OK** - **EXIT**

I. You should be back to Alarm setting screen, click **APPLY** - **OK** - **EXIT**.



PICTURE 3-2



PICTURE 3-3

There might be a delay (up to one hour) before the DVR begins to send e-mail.

If, after an hour, you still have not received an email notification, log into your Gmail account and go to the **Sent** folder and to see whether an e-mail has been sent out. If you your account shows that e-mails have been sent, go to your receiving e-mail account and check the Junk or Spam folder to see if the e-mails have been diverted to that location.

NOTE! Some makes and models of routers do not provide a Public DNS address. In such an instance, you should call your ISP to request that information.

TROUBLESHOOTING TIPS: If the above steps have been followed and there is still no email being generated, please check the following:

1. What kind of router is connected to the DVR? If you have 2WIRE brand router, there might be a problem with this router sending out email using a third party SMTP server. You can try a different brand of router like Linksys or DLink or use your ISP SMTP server.
2. If this DVR is located in a corporate office behind a firewall, it might not be allowed to use a third party SMTP server. You will need to consult with your IT department regarding setting up an e-mail account using your company's SMTP server.

REMOTE MONITORING USING A SMARTPHONE

CHAPTER 4

This surveillance system can be configured to be viewed remotely from a 3G Smartphone. This DVR is compatible with mobile phones running Windows Mobile Pro, Symbian and Android operating systems, along with the iPhone, iPad, and some Blackberry models.

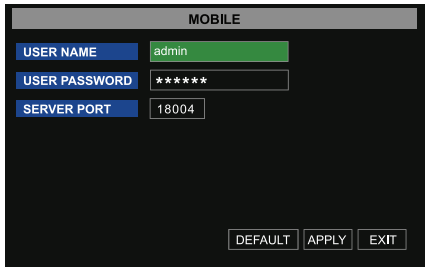
Before continuing, you should have already forwarded port 18004 as described in the **Port Forwarding** section earlier in this guide.

On the DVR, go to **Menu** – **Device** – **Mobile** and enter the User name, Password and Port number. The default settings are:

User name: admin

Password: admin

Server Port: 18004

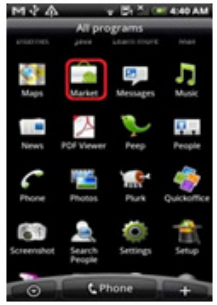


PICTURE 4-1

You will also need to ensure that you are running the most recent version of the firmware on the DVR. You may check this on the product page for your system at ***www.q-see.com***

ANDROID

1. Enter the Program function and highlight the **Market** icon.



PICTURE 4-2

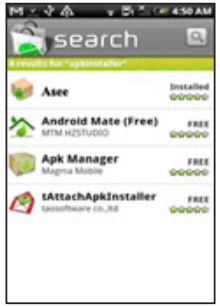
2. Launch the Market and the **Market** interface will open.

PICTURE 4-3

3. Click the **Search** icon on the upper right corner and input “Asee” to search for the Asee program.

PICTURE 4-4

4. Once you have located the program, select it to begin the download process.



PICTURE 4-5

5. Follow the steps until the program is downloaded and installed.

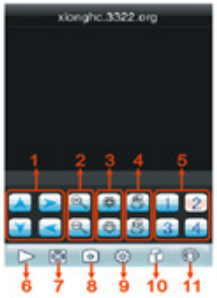
PICTURE 4-6

PICTURE 4-7

6. Clicking on **Open** once you receive the "Application Installed" notification, or clicking on the Asee icon in **My Programs** will launch the program.

PICTURE 4-8

7. Once the program is open, it will go to the main screen which includes the controls for operating the DVR.



PICTURE 4-9

Item	Function	Item	Function	Item	Function
1	PTZ Direction	2	Zoom+ -	3	Aperture
4	Focus+ -	5	Channel Select	6	Play & Pause
7	Full/Normal Screen	8	Snapshot (save to phone)	9	Setup
10	Change Channel Group	11	Help		

8. Click on the **Setup** button (number 9) to bring up the **Settings Menu** to enter the network information needed to access your DVR from the phone.

PICTURE 4-10

9. In the Settings Menu, you will enter the same User Name, Password and Port number that you entered in the **Mobile** window on the DVR along with the IP address obtained when you first configured the DVR for remote access along with the IP address obtained when you first configured the DVR for remote access. The default settings are:

User name: admin

Password: admin

Server Port: 18004

Device Name is customizable to help you identify which DVR you are connecting to

You can push the **History** button in the upper right corner to view the IP addresses you have used in the past.

BLACKBERRY

Supported BlackBerry Models:

Curve 8900, Bold 9000 & 9700, Pearl 9100 & 9105, Tour 2 9650 and Onyx 9020.

1. Blackberry Desktop Manager needs to be installed on your PC. If you do not have this you can download it from the Blackberry website. Then download the Blackberry application file from the DVR product page on the Q-See website and extract it. You will get a Asee.alx file.

2. Connect your phone to your PC via USB cable

3. Open the Desktop Manager

4. Click on **Applications** in the menu on the left.

PICTURE 4-11

5. Click the **Import Files** button in the upper right.

PICTURE 4-12

6. Select the Asee.alx file and click on **Open**.

PICTURE 4-13

7. The ASee program will appear in your list of applications. Click on **Apply**.

PICTURE 4-14

SETUP AND OPERATION ON THE BLACKBERRY PHONE VIEWER

1. The Blackberry viewer will be installed to the **Downloads** directory.

PICTURE 4-15

2. Enter the **Downloads** directory, and then click the **ASee** icon to launch the program.

PICTURE 4-16

3. When the program launches it will open the main interface, the **Live Display**, which will include the controls for the DVR.

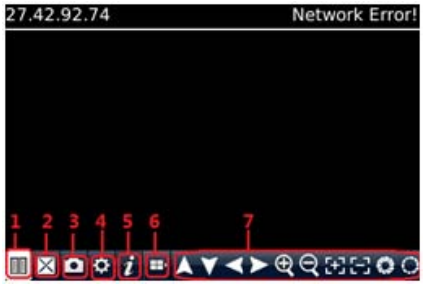
#	Function
1	Connect/Disconnect
2	Full Screen
3	Snapshot
4	Setup
5	Help
6	Channel Selection
7	PTZ Control

4. In the Settings Menu, you will enter the same User Name, Password and Port number that you entered in the **Mobile** window on the DVR along with the IP address obtained when you first configured the DVR for remote access along with the IP address obtained when you first configured the DVR for remote access. The default settings are:

User name: admin

Password: admin

Server Port: 18004



PICTURE 4-17

PICTURE 4-18

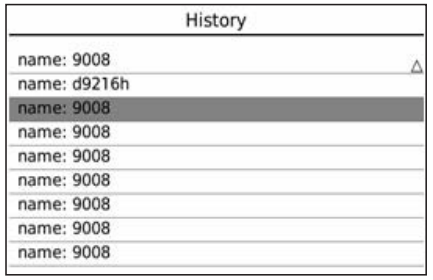
PICTURE 4-19

A. Select the **Network Type** (3G or WiFi) supported by the phone.

PICTURE 4-20

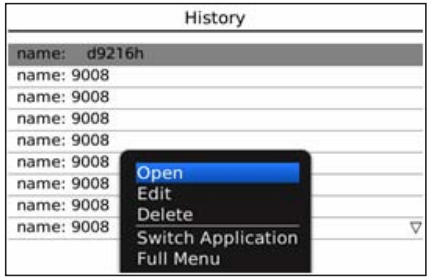
B. Click the **Save** button to save the above setting, and system will return back to **Live** display

C. Click the **History** button to enter into the **History List**.



PICTURE 4-21

D. Highlight one record and click the **Enter** button to bring up the pop-up menu. When selecting the **Open** option, the system will directly connect to the DVR and will display Channel 1 by default.

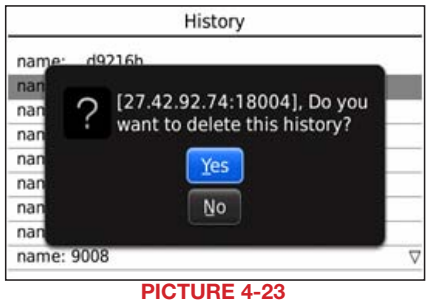


PICTURE 4-22

E. When selecting the **Edit** option, the system will allow you edit the history record

PICTURE 4-23

F. You can delete a record using the **Delete** button.



PICTURE 4-23

5. Click the **Next Page** icon to search Channel options, and then choose the channel you want to display.

PICTURE 4-24

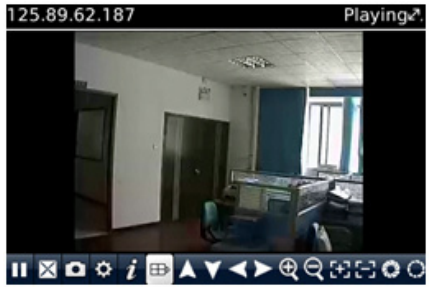
PICTURE 4-25

6. Click the **Full screen** icon to enter into full screen display mode. To quit full screen mode, click the trackball button again.

7. Click the the **Next Page** button to reveal the PTZ Control icon. You are now able to control the PTZ camera.

8. Click the **Help** button to view the software's Help instruction.

9. Click the **Close** button to exit the program.



PICTURE 4-26

PICTURE 4-27

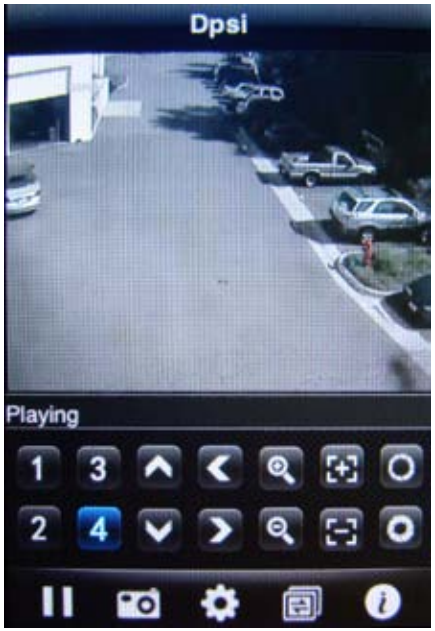
IPHONE

1: On your iPhone, go to the Apple Appstore and Search for ASEE. Download and install this program. After finishing installation, the ASEE icon (**Picture 4-28**) will appear in the iPhone's list of apps.

PICTURE 4-28

2: Launch the ASee application to open the viewer and controls.

Operation is relatively straightforward with the same controls as found on the DVR or in remote monitoring.



PICTURE 4-29

Button	Function	Button	Function	Button	Function	Button	Function
	PTZ Up		PTZ Right		Zoom In		Focus In
	PTZ Down		PTZ Left		Zoom Out		Focus Out
1	CH 1	2	CH 2		Aperture Open		About
3	CH 3	4	CH 4		Aperture Close		Next Channel Group
	Play/Pause		Snapshot		Settings		

3. When accessing this program for the first time, or if you need to change settings, click the **Setings** button to open the **Settings** window. Enter the same User Name, Password and Port number that you entered in the **Mobile** window on the DVR along with the IP address obtained when you first configured the DVR for remote access. The default settings are:

User name: admin

Password: admin

Server Port: 18004

PICTURE 4-30

The History button will open a list of DVR IP addresses that you've accessed in the past.

SYMBIAN

1: You will need to copy the software appropriate to which version of Symbian you running - either ***ASee_AL_3rd _0723.sisx*** or ***ASee_AL_5th_0723.sisx*** to your smartphone. Both are available on the disk that came with your DVR or from our website at ***www.Q-See.com***.

PICTURE 4-31

2: Click on the ASee application to begin the installation process.

PICTURE 4-32

3: Choose whether to install this program in the phone's internal storage or onto a SD card.

PICTURE 4-33

4: Click the **Continue** button at the pop-up prompt to allow the program to utilize the network.

PICTURE 4-34

5: You will receive a confirmation message when the software is successfully installed.

PICTURE 4-35

6: If you installed the software onto the SD card, you will find it located in the **Applications** menu.

PICTURE 4-36

7: Click on the **Asee** icon to open the program. It will open to the main interface.

#	Function	#	Function
1	Channels 1 & 2	7	Play & Pause
2	Channels 3 & 4	8	Full/Normal Screen
3	PTZ Direction Left, Right	9	Snapshot
4	PTZ Direction Up, Down	10	Setup
5	Zoom+ Focus + Iris+	11	Next Channel Group
6	Zoom- Focus- Iris -	12	Quit

PICTURE 4-37

8: When you access the program for the first time, you will need to enter the same User Name, Password and Port number that you entered in the **Mobile** window on the DVR along with the IP address obtained when you first configured the DVR for remote access along with the IP address obtained when you first configured the DVR for remote access. The default settings are:

User name: admin

Password: admin

Server Port: 18004

Default Access Point: Select your network type based on your current mobile net environment.

PICTURE 4-38

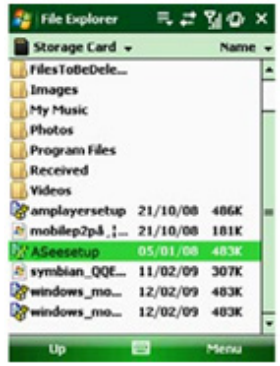
9: Click **Done** to return to the main screen.

The snapshot images will be saved to the defaultpath of “File manager\Images”.

WINDOWS MOBILE

1. Copy the program named “Aseesetup.CAB” to your cellphone. It is included on the disk that came with your DVR or it can be downloaded from your DVR’s product page at ***www.Q-See.com***

2. Once it has been loaded onto your phone, click the program “Aseesetup” to begin the installation process.



PICTURE 4-39

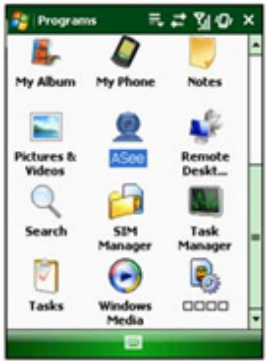
3. Choose to install the program on the device rather than a storage card.

PICTURE 4-40

4. Click the Install button to start the installation process.

PICTURE 4-41

4. After the installation process has finished, click on the ASee icon to launch the program.



PICTURE 4-42

5. The program will launch and you are ready to monitor your DVR using your phone.

PICTURE 4-43

Select the channel you wish to monitor in the pull-down menu at the top of your screen.

Click the **Connect** button to enter into the live image of the channel you selected

Click the **Settings** button to set parameter of the mobile viewer

The **Function** buttons in the bottom from left to right in turn are:

PTZ Direction (left right, up down)

Zoom (zoom In, zoom out)

Focus Adjust (in, out)

Iris Adjust (open, close)

Snapshot

You will need to ensure that you have the right PTZ settings on the DVR before you can control any PTZ cameras attached to the device through your mobile phone. Ffor details please refer to PTZ section of the DVR User's Manual.

Images captured using the **Snapshot** feature will be saved to the default path (Explorer/ Program/Files/Moveeye/Photo file).

When accessing this program for the first time, or if you need to change settings, click the **Setup** button to open the **Settings** window. Enter the same User Name, Password and Port number that you entered in the **Mobile** window on the DVR. The default settings are:

User name: admin

Password: admin

Server Port: 18004

You can also select a channel which you wish to be your default starting channel.

Click **OK** to confirm the above setting, and the application will return back to the previous menu.

Auto-connect: When this is selected, the mobile phone will automatically connect to the DVR when the program is launched. Click any area of screen to toggle display modes between normal view and full screen.

The History button lets you view the IP addresses you have used in the past.

PICTURE 4-44

simplicity - quality - technology

Digital Peripheral Solutions, Inc.
8015 E. Crystal Drive
Anaheim, CA 92807